

ChAMS [Chalet Management System]

Creation, Innovation, Technology and Research Exposition (CITREX) | 12th - 13th February 2020

ABSTRACT

The constant growth of tourism industry in Malaysia has led to the rise of the hospitality industry and recent years. The major tourism industry are usually providing the needs or demand of tourists to tourists such as food, accommodation, transportation and other services. This paper focuses on the issues of poor customer satisfaction and operation performance that occur in a small and medium scale hospitality company and the want to solve the problem by developing a prototype of ChAMS. The five whys analysis was used to identify the problem and error in the hospitality company. The prototype of ChAMS is developed by using Rapid Application Development study technique with Microsoft Access. This study showed that the ChAMS had improved their customer satisfaction and operation performance by decreasing the registration process lead time and improving the data accuracy and efficiency. The proposed system also received positive feedback with its functionalities from the company.

RESEARCH PROBLEM

Facial the difficulties of satisfying their customers and ended up with poor customer satisfactions.

RESEARCH OBJECTIVES

- 01. To investigate the factors that affecting poor customer satisfaction in ABC Chalet.
- 02. To enhance the registration process lead time of ABC Chalet by a prototype of ChAMS.
- 03. To improve customer's data accuracy and efficiency of ABC Chalet by a prototype of ChAMS.

RESEARCH METHODOLOGY

5 Whys Analysis Rapid Application Development

RESULT

5-Whys Analysis

Rapid Applications Development

Time Study (Customer Registration Ledger)

Customer Name	Registration	Check-in	Check-out
Customer A	08:00	12:00	18:00
Customer B	09:00	13:00	19:00
Customer C	10:00	14:00	20:00
Customer D	11:00	15:00	21:00
Customer E	12:00	16:00	22:00
Customer F	13:00	17:00	23:00
Customer G	14:00	18:00	24:00
Customer H	15:00	19:00	25:00
Customer I	16:00	20:00	26:00
Customer J	17:00	21:00	27:00
Customer K	18:00	22:00	28:00
Customer L	19:00	23:00	29:00
Customer M	20:00	24:00	30:00
Customer N	21:00	25:00	31:00
Customer O	22:00	26:00	32:00
Customer P	23:00	27:00	33:00
Customer Q	24:00	28:00	34:00
Customer R	25:00	29:00	35:00
Customer S	26:00	30:00	36:00
Customer T	27:00	31:00	37:00
Customer U	28:00	32:00	38:00
Customer V	29:00	33:00	39:00
Customer W	30:00	34:00	40:00
Customer X	31:00	35:00	41:00
Customer Y	32:00	36:00	42:00
Customer Z	33:00	37:00	43:00

Time Study (Check-in Customer)

Customer Name	Check-in	Check-out
Customer A	08:00	18:00
Customer B	09:00	19:00
Customer C	10:00	20:00
Customer D	11:00	21:00
Customer E	12:00	22:00
Customer F	13:00	23:00
Customer G	14:00	24:00
Customer H	15:00	25:00
Customer I	16:00	26:00
Customer J	17:00	27:00
Customer K	18:00	28:00
Customer L	19:00	29:00
Customer M	20:00	30:00
Customer N	21:00	31:00
Customer O	22:00	32:00
Customer P	23:00	33:00
Customer Q	24:00	34:00
Customer R	25:00	35:00
Customer S	26:00	36:00
Customer T	27:00	37:00
Customer U	28:00	38:00
Customer V	29:00	39:00
Customer W	30:00	40:00
Customer X	31:00	41:00
Customer Y	32:00	42:00
Customer Z	33:00	43:00

CONCLUSION

- A prototype of ChAMS was successfully developed to automate the process of bookings and customer registrations.
- Provide better quality of registration services.
- Tracking of records can be done easily.

MARKETABILITY / COMMERCIALIZATION

- ChAMS is a simple system that able to customized based on the needs of small and medium enterprise.

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haMS

Chalet Management System

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INVENTION FEATURES




Figure 1: Check in Interface for Customers

APPROACH
Rapid Applications Development



Figure 2: Interface for Create New Booking



Figure 3: Invoice Report



Room Type	Room No.	Total Booking(s)	Total Guests	Total Amount (RM)
Chalet	6	1	10	4,520.00
Chalet	7	2	20	4,720.00
Chalet	8	1	12	3,960.00
Chalet	10	1	10	2,800.00
Chalet	11	2	15	25,400.00
Hotel	002	1	2	280.00
Hotel	004	1	2	240.00
Hotel	0210	1	2	400.00
Hotel	0211	1	2	400.00
Hotel	0212	1	2	120.00
				31,860.00

Figure 4: Transaction Report

RESEARCH

Ts. Dr. Lee Khai Loon creates specially designed chalet management system for hotel industry

11 May 2021

By: Hafizatulazlin Abdul Aziz and Nur Hartini Mohd Hatta, UMP Press

Translation by: Dr. Rozaimi Abu Samah, Engineering College/Faculty of Chemical and Process Engineering Technology

A lecturer from the Faculty of Industrial Management (FPI), Universiti Malaysia Pahang (UMP), Ts. Dr. Lee Khai Loon, 34, has created a research product called ChaMS.

According to the Penangite, ChaMS is a chalet management system based on a special design for small and medium enterprises (SMEs) in the hotel industry.

“This software is easy to use and involves low cost and affordable for SMEs.

“It is also user friendly and only requires minimal computer skills.

“The ChaMS prototype was produced using rapid application development (RAD) techniques through Microsoft Access,” he said.

He added that ChaMS can improve the accuracy and efficiency of data management and even speed up processing time.

“At the same time, it improves operational performance and overall customer satisfaction compared to conventional methods in processing and managing data.

“This research started in September 2019 and was completed within a year for a trial run.

“The idea to produce this study is based on my experience while staying in several small and medium chalets and hotels,” he said.

His research was conducted with a FIM final year student, Lim Xue Ting.

He added ChaMS automates the customer data management process involving booking management, registration, payment, invoice printing, and transaction reports generation.

“The current ChaMS design focuses on internal management.

“Therefore, the next step is to combine website functionalities to enable direct interaction with customers.

“ChaMS offers a promotional price of RM500 one-off purchase and is made based on the needs of consumers,” he said.

This research won gold medals in CITREx 2020 and ITEX 2020.